

MICHIGAN STATE CAPITOL COMMISSION

POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Michigan State Capitol Educator
AGENCY: Michigan State Capitol Commission
DIVISION: Capitol Tour, Education, and Information Service
STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

The employee in this position conducts guided onsite and virtual tours of the Michigan State Capitol Building and grounds for individuals and groups, informing them of the building's architecture, history, construction, the legislative process, artwork, and state government functions. Individual staffs the tour guide information desk, answers the telephone, responds to inquiries from callers and visitors, and assists with Capitol events. Schedules tours of the Capitol Building and Michigan Historical Museum. Makes presentations about the Capitol and other historical content through an iPad using Zoom or Facebook Live. The employee will also work on historical research projects. This is an at-will, non-partisan position.

EXAMPLES OF WORK:

- Provides guided tours of the Michigan State Capitol and grounds to individuals and groups, informing them about the building's construction, history, restoration, architecture, artwork, the legislative process, state government, and Michigan history. Tours may be to onsite visitors or via virtual platforms such as Zoom. The virtual platform tours may include the use of an iPad or other production and distribution equipment.
- Schedules onsite and virtual tours of the Capitol and the Michigan Historical Museum. Answers calls to schedule onsite and virtual tours, enters tour data into the computer, sends confirmation e-mails, and updates onsite and virtual tour bookings and cancellations. Notifies legislators in a timely fashion of tours from their districts.
- Staffs the Tour Guide Information Desk to greet and direct visitors. Answers the telephone, routes calls, and provides information upon request about the Capitol, Michigan history, Lansing area services, and state and federal government.
- May assist with the Capitol docent program, including training, assessment, evaluations, and the year-end docent appreciation activities.

- Makes off-site presentations upon request to statewide community groups such as senior centers, church groups, civic groups, historical societies, etc.
- Performs related work as assigned, including, but not limited to, participating in the annual flower planting day, Silver Bells in the City, Be a Tourist in Your Own Town, gubernatorial inaugurations, receptions, educational programs, mock legislative sessions, and other special events.
- Performs other duties as assigned, including historical research projects, production work on videos about Capitol history, Facebook live presentations, artifact cataloging and conservation, etc.
- Utilizes databases and technology platforms, including Zoom and Facebook Live, to serve as a moderator for tours to offsite guests.
- Maintains various internal databases and electronic records.
- Displays a team-oriented, professional attitude and maintains a positive image of State government.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Thorough knowledge of the design, construction, and history of the Capitol.
- Knowledge of legislative operations and state government functions.
- Knowledge of Michigan history.
- Ability to make effective presentations to individuals and groups of all ages and education levels in a personable and effective manner.
- Excellent oral communication skills, with a clear speaking voice.
- Must be able to write clearly, effectively, and concisely.
- Ability to gather data, analyze, and conduct historical research.
- Ability to deal skillfully with diverse groups under a variety of circumstances.
- Knowledge of proper techniques for handling, labeling, evaluating, storing, caring for, and preserving historical artifacts, images, documents, and art.
- Knowledge of the Lansing area and state tourist attractions.
- Ability to learn and administer first aid and CPR techniques.
- Ability to learn and utilize Capitol building emergency procedures.

- Ability to use databases and technology platforms, including Zoom and Facebook Live, for delivering presentations and moderating tours.
- Must demonstrate personable telephone manners and maintain a neat appearance.
- Ability to work independently and be self-directed.
- Must possess excellent organizational skills and be detailed-oriented.
- Ability to deal diplomatically with difficult customers.
- Ability to solve on-the-spot problems and maintain control of tour group.
- Ability to maintain highly favorable public relations and work cooperatively with legislators, legislative staff, Capitol staff, and the general public.
- Ability to physically lead tours around the Capitol, including climbing stairs and standing for prolonged periods.
- Ability to use computers and applicable computer software including Microsoft Word, Outlook, Excel, internal timekeeping software, and the tour scheduling software.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- Bachelor's degree required, with preference given to candidates with degrees in history, historic preservation, museum studies, or education.
- Prior experience working in a museum or historic site in Michigan desired.
- Experience making presentations with Zoom or Facebook Live strongly desired.
- Excellent verbal communication skills required, including experience in public speaking or making group presentations.
- Demonstrated writing skills required.
- Must be physically able to perform the essential functions of the position.
- Equivalent combination of education and experience of above acceptable.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work irregular hours and overtime as required, including nights and weekends.
- Must be willing to work holidays and possibly Saturdays on a rotational basis.

- Must be able to stand for prolonged periods and climb stairs frequently.
- Must be able to hear and be heard in a noisy environment.
- Must be willing and able to work with children.
- Must maintain a professional, friendly attitude, including forming and upholding a positive image of the Capitol and state government.
- Must be willing and able to be certified in CPR and first aid.